

**Third Party Administrator – Performance Report
November 2011**

Agenda Item 8.c.
12/14/11 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	99.9%	9,400 of 9,405 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	9,405 of 9,405 total claims
Financial accuracy of claims paid.	99%	100%	\$143,858.84 of \$143,858.84 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	492 of 492 claims audited
Procedural accuracy rate for processing of claims.	97%	99.0%	487 of 492 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	19 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	N/A	0 appeals, 0 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	85%	3,689 of 4,341 calls answered in 30 seconds; avg. of 24 seconds
Subscriber issues resolved within the same business day.	90%	96.6%	2,682 of 2,775 issue calls
Maximum call abandonment rate.	5%	1.4%	60 of 4,341 calls
Maximum line busy rate.	3%	0%	0 busy out of 4,341 calls
Voicemails answered within two business days.	90%	100%	11 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	N/A	0 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	85%	2,709 of 3,187 calls answered in 30 seconds; avg. of 24 seconds
Provider issues resolved within the same business day.	90%	96.4%	2,863 of 2,971 issue calls
Maximum call abandonment rate.	5%	1.1%	34 of 3,187 calls
Maximum line busy rate.	3%	0%	0 of 3,187 calls
Voicemails answered within two business days.	90%	100%	10 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	54.7%*	969 of 1770 ID cards; average of 13.67 days
ID card accuracy.	100%	100%	1,770 of 1,770 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	0%	0 of 801 packets; average of 29 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests

*Note: As a result of the transition to the First Health Network on December 1st, the mailing of ID cards to new PCIP enrollees was delayed to ensure that they received the correct card. This delay adversely impacted this performance measure for November.